

RPS FAQ's

I. When does the Referral Process start?

When the Requesting Clinical Activity fills out a referral (RPS) and sends it to the Referral Center(Administrative Review).

II. Who are the system users at this point?

- 1) A Referral Basic Creator (Can only save referrals)
- 2) A Referral Creator (Can approve a referral on behalf of the Requesting Clinical Activity/Clinician).

Note: The "Requested Clinical Activity " is the Determined Referral Center.

IV. If an out of the area clinical activity is requested will the Referral Center be affiliated with the requesting clinical activity site?

No. The referral center may be different.

V. What happened when no clinical activity is selected only a clinical service?

The referral will go to the referral center associated with the site of the requesting clinical activity. If it reaches administrative review without this information the referral can be "Re-directed" to the Referral Initiator.

VI. When does the referral become Administrative Review-Unassigned?

Once the referral center has been determined.

AWAITING ADMINISTRATIVE REVIEW

The Referral center receives the referral and reviews it for completeness....

Who receives the referral: A Referral Center Worker or Manager.

What occurs at this point:

- a) **Assigned:** The Referral Center Worker (RCW) assigns the referral to his/herself.
The Referral Center Manager assigns either to a RCW or his/herself.
- b) **Action:** The referral can be cancelled.

ADMINISTRATIVE REVIEW

Who performs the review?: Whomever, the referral was assigned to(i.e. the RCW or the Manager).

What can occur: Information may be updated and a requested “Clinical Activity” can be chosen if one has not been already.

Action: The referral can be

- a) Submitted: To Clinical Review(CR)
- b) Approved: By method of a scheduled/rescheduled and appointment
- c) Denied: **Denied**
- d) Cancelled: **Cancelled**
- e) Additional Information Requested: Special processing is required. The request will go to the “Requesting Clinical Activity” for a response. Until a response is recorded the referral cannot move to “Clinical Review.”
- f) Redirected: The “Referral Center” must be determined; therefore the “Referral Center Manager” sends the referral back to the “Initiator.”

AWAITING CLINICAL REVIEW

Who receives the referral: The Clinical Basic Reviewer (CBR) or the Clinical Reviewer (CR).

What occurs at this point:

- a) **Assigned:** To either the “Clinical Basic Reviewer (CBR) or the Clinical Reviewer(CR)” by his/herself.
- b) **Action:** Assigned to Clinical Review.

CLINICAL REVIEW

Who performs the review?: Whomever, the referral was assigned to(i.e. the CBR or the CR).

What can occur: Additional information may be requested from the “Requesting Clinical Activity or the Referral Center.”

Note: If the incorrect “Clinical Service/Activity” was selected, the referral will be denied with a denial code indicating the reason for denial. The “Requesting Clinical Activity” may then review these denials to determine if a new referral should be initiated.

Action: The referral can be

- a) Submitted: for “Clinical Review Approval,” If the reviewer is a CBR . The approval disposition will be “pending”
- b) Approved: By method of a scheduled/rescheduled and appointment, by the CR.
- c) Denied: **Denied**
- d) Cancelled: **Cancelled(RC,RCM,RW,RCB)**
- e) Additional Information Requested: additional information may be requested from the “Requesting Clinical Activity (Referral Initiator)” or from the Referral Center.

APPROVED CLINICAL REVIEW

Who performs the review?: Whomever, the referral was assigned to(i.e. the CBR or the CR).

What can occur: Additional information may be requested from the “Requesting Clinical Activity or the Referral Center.”

Note: If the incorrect “Clinical Service/Activity” was selected, the referral will be denied with a denial code indicating the reason for denial. The “Requesting Clinical Activity” may then review these denials to determine if a new referral should be initiated.

Action: The referral can be

- a) Approved: By method of a scheduled/rescheduled and appointment, by the CR.
- b) Denied: **Denied**
- c) Cancelled: **Cancelled(RC, RCM,RW,RCB)**
- d) Additional Information Requested: additional information may be requested from the “Requesting Clinical Activity (Referral Initiator)” or from the Referral Center.

SCHEDULE/RESCHEDULE APPOINTMENT

Who performs the review?: The Referral Center Worker(RCW), Referral Center Manager(RCM) or Appointment Assistant(AA) will view a list of approved referrals waiting to be scheduled.

Action: The appointment will be selected and an appointment scheduled for the requested “Clinical Activity.”

Note: If necessary an appointment will be rescheduled, as often as needed. It will be necessary to provide the ability to enter an undefined number of appointments. An appointment letter will be manually generated for each appointment scheduled.

RECORD RESULTS

Who performs the review?: The Referral Center Worker(RCW), Referral Center Manager(RCM) or Appointment Assistant(AA) will view a list of approved referrals waiting to be scheduled.

Description: The results of the referral appointment are recorded.

What the record will record:

- a). The patient attending the "Clinical Activity."= **Kept**
- b) No shows = **Not kept**
- c) Cancelled

Progress Report

Description: The Medical Services Worker, will fill out and send a progress report to the "Requesting Clinical Activity." Once completed the Medical Services Worker, will indicate on the referral that the progress report was sent. The Referral is now complete.

Note: The referral will reflect a final disposition of APPROVED, DENIED, or CANCELLED. The appointment status will reflect a final disposition of KEPT, NOT KEPT, or CANCELLED.